



ASO6 Database Administrator Application Services Branch Operational Services Stream Information Systems and Technology Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Information Systems and Technology (IS&T) Service supports the frontline policing and corporate operations of SAPOL through the provision of ICT infrastructure and communication platforms, operational software applications, and support services. The Service is responsible for driving the ongoing evolution of ICT capability across SAPOL, through the delivery of high-quality ICT change programs. The Service is structured across four core pillars: Strategy, Innovation and Engagement; Program Delivery; Operational Services; and Security and Assurance. The Service extends from traditional ICT services to encompass a specialist radio and technology capability, including laser and radar calibration services.

The Application Services Branch provides proactive support to ensure the availability and quality of applications used throughout SAPOL. The Branch manages and maintains SAPOL data and enables its transformation into useful information for business purposes. Application Services staff work closely with application and data business owners and users to optimise the use and functionality of applications and reporting to meet business outcomes. The Branch

Service

Integrity

Leadership

Collaboration

Courage

Respect



manages software throughout its life and also contributes to projects by providing expertise and advice and works collaboratively with project managers to ensure projects successfully transition to a supported life cycle model.

The Database Administrator is accountable for the provision of database management system (DBMS) services for relational databases, and for assisting in ensuring access to data by supporting selected data access software facilities.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD.
Qualifications	N/A.
Out of Hours Work	Some out of hours work may be required including participation in an on-call roster.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL’s iEngage program.

Reporting / Working Relationships

The Database Administrator reports to the Manager, Application Development and Support and works closely with internal IS&T staff and external vendors and database partners.

KEY OUTCOMES

- Install, configure and maintain enterprise database management systems, including Microsoft SQL Server, MySQL, Oracle and associated third-party products.
- Monitor database performance, capacity and usage, and initiate tuning, optimisation and structural improvements to ensure efficient and reliable operations.
- Diagnose and resolve database incidents, faults and processing issues, including escalation and coordination with vendors where required.
- Implement and maintain database back-up, recovery and disaster recovery procedures to ensure data integrity, availability and business continuity.
- Provide 24/7 database availability through appropriate management procedures, including participation in an on-call support roster.
- Maintain accurate and current technical documentation that reflects the operational database environment and supports support and continuity requirements.
- Work with data warehouse, architecture, development and support teams to enable effective data access, analysis and database design in line with standards.
- Manage secure and restricted data repositories, ensuring compliance with security, access and governance requirements.
- Liaise with internal and external stakeholders, including Justice Technology Services, other jurisdictions and external partners, to support data exchange and interoperability.
- Contribute to continuous improvement by identifying opportunities to enhance database services, reliability, performance and support processes and implementing approved solutions.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Highly developed analytical skills, with the ability to identify issues, analyse complex problems, draw logical conclusions, develop effective solutions, and ensure appropriate documentation is produced and maintained.
- Demonstrated experience supporting highly available, clustered Microsoft SQL Server environments.
- Substantial experience providing technical support for relational database management systems, particularly Microsoft SQL and MySQL.
- Proven experience in the design, implementation and administration of large-scale database environments, with specialist expertise in Microsoft SQL.
- Demonstrated ability to work effectively within a team environment and contribute to the achievement of shared objectives.
- Sound knowledge of data dictionary concepts and demonstrated experience managing data dictionaries to support database application development and ongoing systems support.

Desirable Characteristics

- Demonstrated experience using of Oracle relational database management systems in an enterprise or high-availability environment.
- Tertiary qualification in Information Technology, Computer Science, Software Engineering, Information Systems, Data Management or a related discipline.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.